

News Release **#43**

January 4, 2020

Port Arthur, Texas – Unified Command, including TCEQ, TPC Group and Jefferson County Office of Emergency Management, reports that response efforts at TPC Group Port Neches Operations remain focused on safely bringing the event to an end. Response efforts continue to focus on activities to secure site equipment and minimize impact to environment, while preserving the safety of emergency responders and the community.

Deadline for Evacuation Claims. The TPC Group Community Assistance Helpline operates 7 a.m. to 8 p.m. seven days a week. To make an appointment to settle an evacuation claim, residents can call the Community Assistance Helpline at 866.601.5880. Evacuation claim settlements are by appointment only at the Armory Claims Center, located at 511 Grigsby Ave. in Port Neches, Texas.

Given the high number of evacuation claims already settled, low call volume and recent decline in residents setting appointments for an evacuation-only claim, our intent is to complete the “evacuation-only” claim process by Monday, January 19. Please call and make your “evacuation-only” claim appointment as soon as possible. TPC Group will redeploy resources to accelerate the property claims process as evacuation-only appointments continue to decline. Impacted residents filing a property claim can still settle their evacuation claim simultaneously even after January 19, and therefore do not need to set up an “evacuation-only” claim appointment.

The Unified Command Joint Information Center is managing inquiries via the official response website at [[HYPERLINK "http://www.portnechesresponse.com"](http://www.portnechesresponse.com)], as well as through established social media channels on Facebook at [[HYPERLINK "http://www.facebook.com/PortNechesUC"](http://www.facebook.com/PortNechesUC)] and Twitter (@PortNechesUC).

Residents are also encouraged to register for updates from the Southeast Texas Alerting Network (STAN). Call 1-877-843-7826 (toll-free) anytime to hear important alerts and notifications, or visit [[HYPERLINK "http://www.thestan.com/"](http://www.thestan.com/)] to register for notifications.

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